

From: Holly
To: Microsoft ATR
Date: 1/27/02 10:05am
Subject: Microsoft Settlement

I am a private citizen writing to register my complaints against Microsoft, and my hope that the Department of Justice might actually look at the issue of Microsoft's essential monopoly of the software marketplace from the point of view of an ordinary user.

MS has developed a wide variety of nice software. However, it's also infamous for bugs and security risks.

Why? Because they care only about controlling the market so they can make the most money possible. Their goal is not to make a reasonable amount of money while serving people well, but to maximise their profit while minimising their investment of money and time. Quality is always the first sacrificial victim of such a mindset.

This is the same kind of reasoning that has gotten our planet into such trouble, environmentally, socially, politically....you name it.

As long as the primary goal is making money, and that goal is not at least marginally balanced by a willingness to look down the road at the future, we will have software that crashes computers and doesn't deliver what the hype promised. I wonder just how much wasted time there is in business alone, brought about by MS's buggy programs? How many problems due to viruses, thanks to MS's sloppiness about program security?

I'm no expert on these subjects. But I am a Microsoft program user, because there's NO EFFECTIVE competition, due to MS's stridently irresponsible marketing. As a user, I have to constantly back up things, I have to be constantly wary about viruses, I have to assume that new releases will be less stable than old. Surely it's obvious that these mindsets don't advance business, or research, or anything other than MS's income?

I sincerely hope you will look at these issues with the big picture in mind. What will tomorrow's computing future look like with MS in the driver's seat?

Thank you,

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